(b) if so, the details thereof?

THE MINISTER OF SURFACE TRANSPORT (SHRI T.G. VENKATRAMAN): (a) No. Sir.

(b) Does not arise.

ललितपुर, उत्तरप्रदेश में राष्ट्रीय राजमार्ग पर उपमार्ग

1276. **श्री राघवजी:** क्या जल-भूतल परिवहन मंत्री यह बताने की कृपा करेंगे, कि:

(क) क्या सरकार को इस बात की जानकारी है कि राष्ट्रीय राजमार्ग उत्तर प्रदेश के ललितपुर शहर के काफी बड़े भाग से होकर गुजरता है;

(ख) यदि हां, तो क्या वहां के नागरिकों की मुश्किलों को देखते हुए उपमार्ग के निर्माण संबंधी कोई कार्य प्रारंभ किया गया है, और यदि हां तो इसे कब प्रारंभ किया गया और अब तक इस पर कितनी धनराशि खर्च की गई है और इस कार्य में विलम्ब के क्या कारण हैं;

(ग) यदि उपमार्ग का निर्माण कार्य अभी तक प्रारंभ नहीं किया गया है, तो इसे कब तक प्रारंभ कर दिया जाएगा, और

(घ) शहर से होकर गुजरने वाले राष्ट्रीय राजमार्ग की दशा को सुधारने के लिए क्या कार्रवाई की जा रही है, यदि नहीं, तो उसके क्या कारण हैं?

जल-भूतल परिवहन मंत्री (श्री टी० जी० वेंकटरामन): (क) जी हां।

(ख) और (ग): ललितपुर बाईपास का निर्माण कार्य पहले ही प्रारम्भ हो चुका है। मार्च, 1996 तक इस पर कुल 182.69 लाख रु० व्यय हुए हैं। अवमृदा की जांच और इस बाईपास पर दो पुलों की विस्तृत डिजाइन को अन्तिम रूप दिए जाने के कारण इस बाईपास को पूरा करने में विलम्ब हुआ है।

(घ) उत्तर प्रदेश सरकार के साथ हुए समझौते के अनुसार ललितपुर कस्बे की नगर सीमाओं से गुजरने वाले राष्ट्रीय राजमार्ग की 2.816 कि०मी० लम्बाई (अनुपयुक्त शहरी लिंक के रूप में घोषित) के रख-रखाव के लिए केन्द्र सरकार प्रति वर्ष 60,000/-रू० प्रति कि०मी० की दर से धनराशि उपलब्ध करवाती है।

Construction of Navy's Air defence ship

1277. DR. MOHAN BABU :
DR. ALLADI P. RAJKUMAR:

Will the Minister of DEFENCE be pleased to state:

(a) whether India has decided to construct an aircraft carrier;

(b) by when it would be ready to float; and

(c) the details of its capacity approximate expenditure, etc.

THE MINISTER OF STATE IN THE MINISTRY OF DEFENCE (SHRI N.V.N. SOMU): (a)Yes Sir, There is a proposal for construction of an Air Defence Ship (ADS) to serve as a replacement for INS Viraat.

(b) The construction of the ADS would take around ten years from the date of placement of orders.

(c) The ADS would have a displacement of 24000 tonne and is estimated to cost around Rs. 1695.24 crores.

Voice Mail Fault Repair Service in Delhi

1278. SHRI RAM NATH KOVIND:
DR. RANBIR SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL, Delhi has been concentrating on accelerating the pace of modernisation and expansion;

(b) if so, the details of progress made in this regard, field-wise as on 15.11.96;

(c) whether MTNL also has been emphasizing on consolidation and growth, enhancing customer access, increasing customer convenience and bringing about greater customer satisfaction;

(d) if so, the details of customers' friendly steps taken, field-wise;

(e) whether Fault Repair service has

been computerised in all telephone exchanges of Delhi; and

(f) whether Voice Mail Fault Repair service has been introduced in all exchanges of Delhi; and

(g) if so, the criteria laid down for availing of the same?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VERMA): (a) Yes, Sir.

(b) The details are as per enclosed statement-I. (*see* below)

(c) Yes, Sir.

(d) As per attached Statement-II. (*see* below)

(e) Fault Repair Services of all major exchanges of MTNL, Delhi have been computerised.

(f) Yes, Sri.

(g) This service is basically to supplement the existing Manual service of complaint booking. Any customer can avail of this service.

Statement-I

Details of Modernisation and expansion of Telecom Services

(i) **Upgradation of technology—**

All electro-mechanical strowger type and Penta-Conta Cross bar type exchanges have been replaced by modern electronic exchanges.

At present 91.65% exchange capacity is electronic.

98% of the junctions between exchanges are of digital type including optical fibre cables.

A modern state-of-the art digital trunk Automatic exchange of 25000 lines has been commissioned.

Directory Enquiry Computerised.

Fault Repair Systems of all major exchanges computerised.

(ii) **Development**

Equipped capacity of telephone exchanges increased from 3.36 lakhs lines (as on 1.4.86) to about 14.37 lakhs lines (31.10.96).

(iii) **New Services**

A number of non voice services like data, video conferencing etc. have been introduced through an integrated services Digital Network (ISDN). Internet connectivity is also available. A dedicated data communication network called INET has already been commissioned and is being expended further (Phase II).

Statement-II

Customer Friendly Steps

Commercial

1. Commercial activities have been fully decentralised. On-line booking for registration of new telephones in addition to all area Customer Service Centres (CSCs) (except Trans Yamuna) available at Laxmi Nagar, Dilshad Garden, Mayur Vihar, Yamuna Vihar, Shahdara, Shakti Nagar & Okhla.
2. Auto-com Service for delivery of forms on Fax has been made operational.
3. Direct-indialling group EPABX by 25 parties has been made operational.
4. Registration fee for booking of new telephone connection now accepted by cheque.

Billing

1. Bill collection centres increased from 111 to 161.
2. Duplicate bills of any telephone number available from all CSCs.
3. Billing information service is available on telephone number 6226600.
4. Details of STD/ISD as annexure to the main bill has been introduced, thus reducing the size of the bill.
5. Separate post box numbers allotted

to each area for receipt of payment of telephone bills sent by post.

6. Fresh thrust has been given for revolving accounts by increasing the rate of interest on voluntary deposits to 12% per annum.
7. Mobile Vans made operational for Bill Collections and distribution of various forms covering 87 localities in far flung areas.

Customer Convenience

1. Customer Service Centres have been remodelled at Bhikaji Cama Place, Nehru Place, Shakti Nagar & Khurshid Lal Bhawan.
2. Single window concept introduced in South-I & South-II Areas of MTNL, New Delhi.
3. Night Emergency Help Service introduced.
4. Generic Numbering Scheme introduced.

Special Services

1. Directory Enquiry Service 197 upgraded with a new computer and the Service has been decentralised to give better performance.
2. Automatic changed number announcement service using Interactive Voice Response System introduced in August, 1995.
3. On-line Directory Enquiry Service for Bombay, Calcutta, Madras, Bangalore & Hyderabad introduced.
4. On-line Directory Enquiry Service has been made available for those telephone users who are having a P.C. connected to PSTN through a modem with communication software.
5. STD/ISD Complaint Service (182) has been started.

Fault Repair Service

1. Fault Repair Services of all major exchanges have been computerised and in addition automatic line testing introduced at Kidwai Bhawan, Sena Bhawan, Delhi Gate, Idgah, Okhla, Karol Bagh, Rajouri Garden & Hari Nagar.
2. Voice Mail Fault Repair Service Numbering Scheme rationalised (easy to remember).

Other Steps

1. Strict norms laid down and close monitoring being done for shifting and repair of phones.
2. Licence fee for cordless phones and two line telephone as attachment has been withdrawn.
3. Licence fee for FAX has been reduced.

Complaints of Non-Delivery of Telephone Bills in Sangam Vihar

1279. SHRI JALALUDIN ANSARI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Commercial Officer (South) MTNL, Nehru Place has received complaints regarding the non-delivery of Telephone Bills to the subsribers in Sangam Vihar area;

(b) if so, the details thereof and the action being taken in the matter;

(c) whether it is a fact that such subscribers are charged surcharge for delayed payments wherever they make payments obtaining duplicate bills for no fault of their; and

(d) if so, the reasons therefor and the steps taken to rectify the mistake?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VERMA): (a) Yes, Sir.

(b) 10 Complaints were received from Sangam Vihar area. Six for billing cycle 1.5.1996 and four for billing cycle 1.7.1996. During this period bills were despatched by courier service and suitable penalty has been imposed on the